



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending December 31, 2012**

<b>Out of Service More Than 30 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,177.39	\$1,421.16	\$352.86	\$2,951.41
B. Number of credits issued for repairs - 30 - 48 hours	121	123	62	306
C. Number of credits issued for repairs - 48 - 72 hours	24	23	11	58
D. Number of credits issued for repairs - 72 - 96 hours	13	14	1	28
E. Number of credits issued for repairs - 96 - 120 hours	5	8	1	14
F. Number of credits issued for repairs > 120 hours	6	6	2	14
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$645.00	\$540.00	\$730.00	\$1,915.00
B. Number of installations after 5 business days	13	8	10	31
C. Number of installations after 10 business days	1	2	4	7
D. Number of installations after 11 business days	0	0	8	8
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$13,600.00	\$10,650.00	\$32,500.00	\$56,750.00
B. Number of customers receiving credits	272	213	165	650
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**